

op5 Business Partner Program

Introduction

This document explains how op5 wishes to work with partners, the different partner types, the business model and the support that op5 provide to its business partners.

How to become an op5 Business Partner

Please complete and submit the Business Application form to partner@op5.com

Partner types

The op5 Business Partner Program (BPP) supports three types of partners; Professional Partner (PP), Services Partner (SP) and Technical Partners (TP).

Marketing / Lead generation

When signing the business partner agreement, and then in January every year, the Business Partner and op5 will jointly prepare a business plan specifying; partner territory sales target, target segments, marketing activities (seminars, telemarketing advertising etc.), staffing, and partner training requirements.

op5 will include relevant (geography, skills etc.) Professional Partners in all op5 initiated campaigns. In addition op5 is prepared to contribute to partner initiated campaigns.

The partner types are defined by the responsibilities and targets assumed by the partner and the support and compensation provided by op5.

op5 Partner Offering and Partner Commitment

Business Partner Type	PARTNER TYPES		
	PP	SP	TE
	PARTNER OFFERING		
Marketing			
Posted on op5s homepage	✓	✓	✓
Qualified lead sharing	✓		
Joint Lead Gen Activities	✓		✓
Branded Product Fact Sheets	✓		✓
Product Fact Sheets	✓		✓
Marketing and Sales Workshop x 2/Y	✓		
Sales			
Dedicated op5 Sales Executive	✓		
Dedicated sales support	✓		
Product shipment	✓	✓	
1 st level Presales Support (teledemo)			
2 nd level Presales Support	✓		
Sales and Presales training	✓		
Sales Presentations	✓		
Post Sales Activities			
Product Implementation			
Technical Training	✓	✓	
Access to op5 Support	✓	✓	
1 st level Customer Support		✓	
2 nd level Customer Support	✓	✓	
Access to op5 Partner portal	✓	✓	
	PARTNER COMMITMENT		
Meet agreed sales target	✓		
op5 posted on partner's homepage	✓	✓	✓
Execute activities according to agreed marketing and sales plan	✓		
Submit monthly forecast	✓		
Subscribe to op5 demo system	✓		
op5 NMS Dedicated Sales Rep(s)	✓		
op5 NMS Presales Capabilities	✓		
Provide 1 st line Customer Support	✓		
op5 NMS certified consultant	✓	✓	
Attend relevant training (see below)	✓	✓	

Business Partner Training and Skills

In order to get the most out of the partnership with op5 the Business Partner is required to take the applicable trainings and certifications. Below table describes which training applies to respective partner type.

op5 Training	PP	SP	TP
½ day Sales Training	C	N/A	O
½ day Presales Training (technical)	C	N/A	O
2 day + 2 day Technical Certification (customization, scripting etc.)	C	C	O
1 day Business Partner Workshop	C	C	O

C= Compulsory; O= Optional; N/A= Not Applicable

op5 Certification

Certification entails the following steps:

- Basic LAMP competence
- Completion of IA 3d Nagio's course or comparable competence
- Completion of op5's basic course
- Completion of op5's advanced course
- Taken part in op5's partner workshop
- Taken part with an op5 consultant at an installation
- Carrying out an op5 Monitor installation single-handedly
- Feedback from a customer that an installation has been successfully carried out
- Assessed as certified or additional training required
- **op5 certified**

Business models

op5 is operating a subscription based pricing model where the customer pays a monthly fee that includes the right to use the software (see op5 License Terms and Conditions) Customer Support and new releases of the software products (see op5 SLA and Software Support terms and conditions) and access to the op5 customer portal.

Services Partner (SP) will perform implementation services and/or training of op5 customers. SP will either act as subcontractor to op5 and Professional Partners or have a direct commercial agreement with the customer.

Professional Partner (PP) can apply two different business models:

The reseller model

The PP will sign Subscription Agreements with its Customers and op5 in the Territory for a subscription fee set by the PP. The PP will get the op5 products with a discount on the subscription fee from the Supplier. Such discounts are calculated based on the Supplier's most current listed subscription fees and is based on the order volume, i.e the total subscription value according to the Supplier's most current listed subscription fees in accordance with the following example: a listed subscription fee of 1000 € / month in 36 months means 36.000 € in order volume. The Supplier will invoice PP the monthly discounted subscription fees quarterly in advance, such invoice to be paid within 30 days from the date of invoice.

Business Process Outsourcing Model

The PP can use op5 products as the supporting tool to offer Business Process Outsourcing. The Supplier will charge the PP the agreed fee, table below, per active node and op5 product per month. The Supplier will invoice the PP monthly in arrears for the actual number of active nodes.

op5 product	Price/Node and Month
op5 Monitor & Statistics	8.5 €
op5 Statistics	2 €
op5 Log Server	7 €

PP also has the possibility to sign a subcontract based on 12, 24 or 36 month for a fixed number of nodes according to the general subscription pricelist in order to offer customers services based on op5 products.

The contract offers PP the right and possibility to use op5 license for external customers for a predestinate number of nodes and a predestinate time period.

Partner fee

PP will pay an annual fee for the support and services provided by op5. The fee is 1.200 € per year and will be invoiced yearly in advance.

Business Partner Support – included in yearly Partnerfee

op5' aims to equip the partner to be as productive and successful as possible. In order to bring down the hurdles most support from op5 is free and included in the yearly partnerfee. The partner is however required to invest the necessary time to prepare for and attend the required training. All training take place in Stockholm, Sweden. In case of onsite training the related expenses are paid by the partner.

For international partners who are unable to attend the trainings in Stockholm, we offer free remote trainings.

Product / Service provided by op5	PP	SP	TP
Sales training	Free	N/A	Free
Presales training	Free	N/A	Free
Technical Certification	Free*	Discount**	N/A
Sales Support	Free	Free	Free
Pre-Sales Support	Free	Free	Free
Customer Training*	See Price List	N/A	N/A
Access to op5 Support	Free	Free	N/A

*op5 offer Professional Partner four (4) days of free technical certification per year. Additional trainings days and participates will be charged 50% of current training fee.

**op5 offer Services Partner 50 % discount of current training fee for technical certification for partners consultants.